

MO BAILY, LISA M. [172563732] MDis 1833-5060-0000					
Event Stage	Terminated	Age	27	Product	MDIS
CSA/Plan	698456-22-001	Conv	<input type="checkbox"/>		
Event Contact	Work Profile	Event Summary	Providers, Dx, Px	Event Notes	Cert/ReCert
Task/Case Assignment	Mod RTW	Rehab			
Notification					
Last Day Worked	08/07/2001	First Day Missed	08/02/2001	Date Claim Incurred	08/02/2001
Appeal	<input type="checkbox"/>				
Date All Data Collected	08/10/2001	Review Date	08/31/2001	Total Days Prior To Review	30
Event Indicators					
Occ <input checked="" type="radio"/>	Injury <input type="radio"/>	Pre-Existing <input type="checkbox"/>	Disclaimer <input type="checkbox"/>	Rehab Eval Started <input type="checkbox"/>	SSDI <input type="text"/>
Non-Occ <input checked="" type="radio"/>	Illness <input checked="" type="radio"/>	Takeover <input type="checkbox"/>	Rehab Case Closed <input type="checkbox"/>	Rehab Plan Started <input type="checkbox"/>	
Disability Benefit Dates			Return To Work		
Start	/ /		End	/ /	
Projected	09/01/2001	Modified	/ /		Actual
Case Closed Information					
Case Closed	09/21/2001		Reason Case Closed	Recovery	
Penalty Information					
From Date	/ /		Thru Date	/ /	
Reduction Percent	0		Penalty Amount	0	
Coordination Of Benefits					
Type	Carrier	Contact Name	Telephone Number	Telephone Extension	

hp, press F1

tart | 2-Inbox - M... | Patient ... | Alt1 - RU... | Microsoft... | Microsoft... | Records ... | Overdue ... | 11:

MD BAILY, LISA M. [172563732] MDis 1833-5060-0000					
Event Stage	Terminated	Age	27	Product	MDIS
				CSA/Plan	698456-22-001
Event Contact	Work Profile	Event Summary	Providers, Dx, Px	Event Notes	Cert/ReCert
				Task/Case Assignment	Mod RTW
					Rehab
Job Information					
Date Of Hire	03/18/1996	Primary	<input checked="" type="checkbox"/>		
Physical Demand Level	Sedentary	Work State	PA	State Cash	<input type="checkbox"/>
Company Job Title	Claim/Benefit Processor	EEOC Job Class	Office Clerical		
Company Job Code	AETNA	EE Badge/ID Number	718168		
Company Location Code		Company Location Description			
Job Accommodation		Job Eliminated	<input type="checkbox"/>	Permanent Restrictions	<input type="checkbox"/>
Work Details and Restrictions	EE sits all day at the computer processing claims				
Schedule					
Schedule Details	Scheduled Hours Per Day	7.5	Scheduled Days Per Week	5	Total Hours Per Week
	37.5				
Mon to Fri, flex time, usually 6-2:15pm					
Contacts					
Name	Role	Telephone Number	Telephone Extension	Fax Number	
Tricia Maroun	Supervisor	(610) 391-4650			
Work Profiles					
Date Of Hire	Job Title	Location	Primary		

Job, press F1

Start | Inbox - M... | Patient ... | All - RU... | Microsof... | Microsof... | Records... | Overdue... | 11

BAILY, LISA M. [172563732] MDis 1833-5060-0000							
Event Stage	Terminated	Age	27	Product	MDIS	CSA/Plan	698456-22-001
Event Contact Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab							
Admission Date:		_/_/_					
Providers							
PRISM Pin	EPDB PIN	Provider Name	Role	Telephone Number	Extension	Effective Date	
2186795	7020042	Northern Valley Primary Care	Attending	(610) 261-0999		08/02/2001	
Diagnosis							
Code Type	Code	Description	Status	Principal From	Principal Through	Active From	Active Through
ICD9	308.9	UNSPECIFIED ACUTE REACTION T		08/02/2001		08/02/2001	
ICD9							
Procedures							
Proc Date	Code Type	Code	Description	Principal			
	CPT4/HCPCS						

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Start | Inbox - M... | Patient ... | All - RU... | Microsof... | Microsof... | Records... | Overdue... | 11

WD BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage Age Product CSA/Plan Conv ☐

Event Contact Event Summary Event Notes Task/Case Assignment Rehab ☐

Disability Benefit Dates

ST Start ST End Test Change A/D End

LT Start LT End Test Change Met ☐ M/N End

Guidelines

Norm Source Norm Days Rec. Source Recommended Days

Days

From Date Days Review Date Source

Total Days Prior To Review Disclaimer ☐ Successive ☐ Appeal ☐ Projected RTW

Physical Demand ☐ State Cash ☐

Decision

Decision	Date	Time	Reviewer	Rev. Method	Reason
Denied	08/10/2001	08:41:48 AM	Adams, Douglas	Telephonic	RTW - Pending w/APS
Authorized	08/20/2001	12:26:31 PM	Adams, Douglas	Telephonic	

History

From Date	Days Prior to Review	Gap Days	Thru Date	Successive	Total Days	Decision	Decision Date
08/02/2001	24	0	08/31/2001		30	Authorized	08/20/2001
08/08/2001	24	0	08/31/2001		30	Authorized	09/21/2001

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Event Stage

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Product

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CSA/Plan

698456-22-001

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Event Contact

Work Profile

Event Summary

Providers, Dx, Px

Event Notes

Cert/ReCert

Task/Case Assignment

Mod RTW

Rehab

Subject

New Case Intake

Reviewer

Walton, Joanne

Date

08/02/2001

Time

04:56:37 PM

Notes

Claim Intake

AP's name is Dr. Scott Sterling

Demographic Information Confirmed: YES

Are you currently employed elsewhere: NO

Disabling Diagnosis: stress, elevated BP

LDW: 8/1/01

How many hours did you work on your last day worked? 3.5 hours, EE was then sent home from HR and AP took EE oow today

Is the disability a work related illness/injury?: yes

Date	Time	Reviewer	Subject	Notes
08/06/2001	12:50:27 PM	Adams Douglas	Clinical Information	TCT AP: Talked to Carol who confirmed the EE
08/02/01	04:56:37 PM	Walton, Joanne	New Case Intake	Claim Intake

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BAILY, LISA M. [172563732] MDis 1833-5060-0000									
Event Stage:	Terminated	Age:	27	Product:	MDIS	CSA/Plan:	698456-22-001	Conv:	<input type="checkbox"/>
Event Contact:	Work Profile	Event Summary	Providers: Dx, Px	Event Notes	Cert/ReCert	Task/Case Assignment	Mod RTW	Rehab	
Subject:	New Case Intake								
Reviewer:	Walton, Joanne		Date:	08/02/2001		Time:	04:56:37 PM		
Notes:	<p>If yes, did you file for Workmans Comp?: EE has filed a complaint with HR due to a situation with work and then EE was referred to us for disability, advised EE that most likely we will ask AP if this is work related and if it is, EE will have to file claim with WC.</p> <p>Describe the nature (or symptoms) of your disability or accident: HBP, severe headaches, nausea, blurry vision</p> <p>Were you admitted to the Hospital: NO</p> <p>Have you had any surgical procedures performed? NO</p> <p>Is your injury due to an auto (MVA) or other accident where a third party is involved?: NO</p>								
Date	Time	Reviewer	Subject	Notes					
08/06/2001	12:50:27 PM	Adams, Douglas	Clinical Information	TCT AP: Talked to Carol who confirmed the EE					
08/02/2001	04:56:37 PM	Walton, Joanne	New Case Intake	Claim Intake					

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start | Inbox - M... | Patient ... | Att1 - RU... | Microsof... | Microsof... | Records... | Overdue... | 11

NO BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: Terminated Age: 27 Product: MDis CSA/Plan: 698456-22-001 Conv: ☐

Event Contact: Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab

Subject: New Case Intake

Reviewer: Walton, Joanne Date: 08/02/2001 Time: 04:56:37 PM

Notes: Are you seeing or are you scheduled to see any other medical providers for your disabling condition? YES
 If yes, please supply the name(s), address(es), phone number(s) and fax number(s) of these providers:
 Seeing a counselor on 8/6/01: Dr. Shonda Bear-Morales, a psychologist thru the EAP, tel 610-366-8116
 Has your physician given you any specific Restrictions or Limitations? Just to try to decrease stress due to BP
 Please describe your current treatment plan: (i.e. Physical or Psychological Therapy)
 Counseling, medications, EE is having a Cat Scan on 8/7/01 and blood tests soon
 Current Medications: (Name/Dosage/Times per day/Time of the Day taken)
 Zanax .25 mg 3 times a day
 Date of your last Doctor's Appointment: 8/2/01

Date	Time	Reviewer	Subject	Notes
08/06/2001	12:50:27 PM	Adams, Douglas	Clinical Information	TCT AP: Talked to Carol who confirmed the EE
08/02/2001	04:56:37 PM	Walton, Joanne	New Case Intake	

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MD BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: Terminated Age: 27 Product: MDis CSA/Plan: 698456-22-001 Conv: ☐

Event Contact: Work Profile | Event Summary | Providers: Dx, Px | Event Notes | Cert/ReCert | Task/Case Assignment | Mod RTW | Rehab

Subject: New Case Intake

Reviewer: Walton, Joanne Date: 08/02/2001 Time: 04:56:37 PM

Notes:

Date of your next Doctor's Appointment: will call to see PCP after tests are done. 8/6 with counselor
 Expected Return to Work Date? unknown

What requirements of your job are you now unable to perform?
 Due to stress and harassment at work in EE's unit, EE can not concentrate on her job, EE can not breathe in that work environment, EE tried to work on 8/1 and could not do it

Do you have any other medical conditions? NO

Do you give permission for us to leave messages on your answering machine or with a member of your household? YES

ADDITIONAL COMMENTS

Date	Time	Reviewer	Subject	Notes
08/06/2001	12:50:27 PM	Adams, Douglas	Clinical Information	TCT AP: Talked to Carol who confirmed the EE
08/02/2001	04:56:37 PM	Walton, Joanne	New Case Intake	New Case Intake

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MD BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: Terminated Age: 27 Product: MDis CSA/Plan: 698456-22-001 Cert: ☐

Event Contact: Work Profile | Event Summary | Providers, Dx, Px | Event Notes | Cert/ReCert | Task/Case Assignment | Mod RTW | Rehab

Subject: Clinical Information

Reviewer: Adams, Douglas Date: 08/06/2001 Time: 12:50:27 PM

Notes: TCT AP: Talked to Carol who confirmed the EE was seen on 8/2/01 but would not release any info w/out a signed release.

Time	Reviewer	Subject	Notes
12:50:27 PM	Adams, Douglas	Clinical Information	TCT AP: talked to Carol who confirmed the EE
04:56:37 PM	Walton, Joanne	New Case Intake	Claim Intake

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Start | Inboxes - M... | Patient ... | All - RU... | Microsof... | Microsof... | Records... | Overdue... | 1.1

MO BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: Terminated Age: 27 Product: MDis CSA/Plan: 698456-22-001 Carry: ☐

Event Contact: Work Phone: Event Summary: Providers: Dx: Px: Event Notes: Cert/ReCert: Task/Case Assignment: Mod RTW: Rehab:

Subject: Other

Reviewer: Adams, Douglas Date: 08/06/2001 Time: 12:51:09 PM

Notes: TCT EE: Talked to EE and explained I need signed ROI from EE so I can obtain info from AP. She understood and will go to the office tomorrow.

Time	Reviewer	Subject	Notes
12:51:09 PM	Adams, Douglas	Other	TCT EE: Talked to EE and explained I need signed
12:50:27 PM	Adams, Douglas	Clinical Information	TCT AP: Talked to Carol who confirmed the EE
04:56:37 PM	Walton, Joanne	New Case Intake	Claim Intake

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start | Inboxes - M... | Patient ... | Att - RU... | Microsof... | Microsof... | Records... | Overdue... | 11

MD BAILY, LISA M. (172563732) MDIs 1833-5060-0000

Event Stage: Terminated Age: 27 Product: MDIS CSA/Plan: 698456-22-001 Conv: ☐

Event Contact: Work Profile | Event Summary | Providers Dx Px | Event Notes | Cert/ReCert | Task/Case Assignment | Mod RTW | Rehab

Subject: Status

Reviewer: Baughman, Julie Date: 08/09/2001 Time: 08:39:14 AM

Notes: Supervisor Theresa Day called inquiring status of claim... advised ee called in new claim on 08-02-2001 and is now in review.

Time	Reviewer	Subject	Notes
08:39:14 AM	Baughman, Julie	Status	Supervisor Theresa Day called inquiring status
12:51:09 PM	Adams, Douglas	Other	TCT EE: Talked to EE and explained I need signe
12:50:27 PM	Adams, Douglas	Clinical Information	TCT AP: Talked to Carol who confirmed the EE
04:56:37 PM	Walton, Joanne	New Case Intake	Claim Intake

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MD BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: Age: Product: CSA/Plan: Copy: ☐

Event Contact:

Subject:

Reviewer: Date: Time:

Notes: Supervisor, Tricia Maroun, asked about status of claim. Advised her that it is currently being reviewed. Tricia advised that she is EE's new supervisor and NOD should be sent to her. Changed supervisor name/phone # in Work Profile per supervisor's request. Previous supervisor's name was Theresa Day.

Time	Reviewer	Subject	Notes
04:03:21 PM	Garabed, Marie	Other	Supervisor, Tricia Maroun, asked about status of
08:39:14 AM	Baughman, Julie	Status	Supervisor Theresa Day called inquiring status
12:51:09 PM	Adams, Douglas	Other	TCT EE: Talked to EE and explained I need signe
12:50:27 PM	Adams, Douglas	Clinical Information	TCT AP: Talked to Carol who confirmed the EE

Up, press F1

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MO BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage Terminated Age 27 Product MDIS CSA/Plan 698456-22-001 Copy ☐
 Event Contact Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab

Subject Case ClosureReviewer Adams, DouglasDate 08/10/2001Time 08:41:23 AM

Notes
 Case closed due to no clinical rec'd.
 Manual NOD sent via E-mail

Time	Reviewer	Subject	Notes
04:03:21 PM	Garabed, Marie	Other	Supervisor, Tricia Maroun, asked about status o
08:39:14 AM	Baughman, Julie	Status	Supervisor Theresa Day called inquiring status
12:51:09 PM	Adams, Douglas	Other	TCT EE: Talked to EE and explained I need signe

ip, press F1

Start | 24Inbox - M... | Patient ... | All - RU... | Microsof... | Microsof... | Records... | Overdue... | 11

MO BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: Terminated Age 27 Product MDis CSA/Plan 698456-22-00T Conf: ☐

Event Contact Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab

Subject Other

Reviewer Walton, Joanne Date 08/13/2001 Time 12:38:18 PM

Notes
TCF EE re: denial of claim. EE stated she flup'd with AP's office and they faxed med info to Aetna on 8/8/01. Advised no fax posted to claim. EE stated AP's office is refaxing info today with her SSN on it to 877-216-6275. Suggested EE check back with us on 8/14 to verify receipt of med. info. Advised med. review takes up to 5 bus. days.

Time	Reviewer	Subject	Notes
12:38:18 PM	Walton, Joanne	Other	TCF EE re: denial of claim. EE stated she flup'd with AP's office and they faxed med info to Aetna on 8/8/01. Advised no fax posted to claim. EE stated AP's office is refaxing info today with her SSN on it to 877-216-6275. Suggested EE check back with us on 8/14 to verify receipt of med. info. Advised med. review takes up to 5 bus. days.
08:41:23 AM	Adams, Douglas	Case Closure	Case closed due to no clinical rec'd.
04:03:21 PM	Garabed, Marie	Other	Supervisor, Tricia Maroun, asked about status o
08:39:14 AM	Baughman, Julie	Status	Supervisor Theresa Day called inquiring status

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start | 2-Inbox - M... | Patient ... | All - RU... | Microsof... | Microsof... | Records... | Overdue... | 11

BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: **Terminated** Age: **27** Product: **MDIS** CSA/Plan: **698456-22-001** ☐ Copy

Event Contact: **Work Profile** **Event Summary** **Providers, Dx, Px** **Event Notes** **Cert/ReCert** **Task/Case Assignment** **Mod RTW** **Rehab**

Subject: **Clinical Information**

Reviewer: **True, Linda** Date: **08/14/2001** Time: **08:34:23 AM**

Notes: **fax rec'd from Norther Valley Primary care**

Time	Reviewer	Subject	Notes
08:34:23 AM	True, Linda	Clinical Information	fax rec'd from Norther Valley Primary care
12:38:18 PM	Walton, Joanne	Other	TCF EE re: denial of claim. EE stated she flup'd
08:41:23 AM	Adams, Douglas	Case Closure	Case closed due to no clinical rec'd.
04:03:21 PM	Garabed, Marie	Other	Supervisor, Tricia Maroun, asked about status o

lp, press F1

start | Inbox - M... | Patient ... | Att1 - RU... | Microsof... | Microsof... | Records... | Overdue... | 11:

MD BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: Terminated Age: 27 Product: MDis CSA/Plan: 698456-22-001 Conv: ☐

Event Contact: Work Profile Event Summary Providers, Dx, Px Event Notes: Cert/ReCert Task/Case Assignment Mod.RTW Rehab

Subject: Other

Reviewer: Blake, Barbara Date: 08/14/2001 Time: 02:46:44 PM

Notes: EE called did we recieve med. I advised we did recieve today.

Time	Reviewer	Subject	Notes
02:46:44 PM	Blake, Barbara	Other	EE called did we recieve med. I advised we did
08:34:23 AM	True, Linda	Clinical Information	fax rec'd from Norther Valley Primary care
12:38:18 PM	Walton, Joanne	Other	TCF EE re: denial of claim. EE stated she flup'd
08:41:23 AM	Adams, Douglas	Case Closure	Case closed due to no clinical rec'd.

lp, press F1

start | 21Inbox - M... | Patient ... | All - RU... | Microsof... | Microsof... | Records... | Overdue... | 11

MD BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: Terminated Age: 27 Product: MDis CSA/Plan: 698456-22-001 Cony: ☐

Event Contact: Work Profile | Event Summary | Providers, Dx, Px | Event Notes | Cert/ReCert | Task/Case Assignment | Mod.RTW | Rehab

Subject: Status: 13

Reviewer: Fuller, Judith Date: 08/15/2001 Time: 02:50:44 PM

Notes: SUPR CONFIRMING THAT CLINICAL WAS REC'D ON 8/14 AND IS BEING REVIEWED

Time	Reviewer	Subject	Notes
02:46:44 PM	Blake, Barbara	Other	EE called did we recieve med. I advised we did
09:34:23 AM	True, Linda	Clinical Information	fax rec'd from Norther Valley Primary care
12:38:18 PM	Walton, Joanne	Other	TCF EE re: denial of claim. EE stated she flup'd

No, press F1

Start | 2-Inbox - M... | Patient ... | All - RU... | Microsof... | Microsof... | Records... | Overdue... | 11

WD BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: Terminated Age: 27 Product: MDis CSA/Plan: 698456-22-001 Conv. ☐

Event Contact: Work Profile | Event Summary | Providers, Dx, Px | Event Notes | Cert/ReCert | Task/Case Assignment | Mod RTW | Rehab

Subject: Status

Reviewer: True, Linda Date: 08/17/2001 Time: 11:42:48 AM

Notes: EE called and stated "she is really getting pissed" because she has rec'd no pay at all. Advised that they have 5 business days for review of the medical

Time	Reviewer	Subject	Notes
02:50:44 PM	Fuller, Judith	Status	SUPR CONFIRMING THAT CLINICAL WAS REC'D
02:46:44 PM	Blake, Barbara	Other	EE called did we receive med. I advised we did
08:34:23 AM	True, Linda	Clinical Information	fax rec'd from Norther Valley Primary care

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start | InBox - ... | Patient ... | Alt1 - R... | Microso... | Microso... | Record... | Overdu... | NU

MD BAILY, LISA M. [172563732] MDIs 1833-5060-0000

Event Stage: **Terminated** Age: **27** Product: **MDIS** CSA/Plan: **698456-22-001** Corr? ☐

Event Contact: **Work Profile** | **Event Summary** | **Providers, Dx, Px** | **Event Notes** | **Cert/ReCert** | **Task/Case Assignment** | **Mod RTW** | **Rehab**

Subject: **Nurse Review - Written**

Reviewer: **Doble, Laura** Date: **08/20/2001** Time: **10:59:29 AM**

Notes: Review of OVN
 OVN received 8/13/01. Most recent OY was 8/2/01 and AP noted that EE was being harassed at work and had headaches and HTN. B/P was 130/90 which would only be considered high normal and would not be expected to support functional impairment. AP's assessment was anxiety secondary to stress at work. Treatment was no work. Xanax. CT of the head was scheduled for 8/7 and report enclosed was unremarkable. There was also a note stating that EE had called on 8/6/01 and was doing ok. She was to be seen by EAP.
 Information supports functional impairment through 8/7/01 when CT was unremarkable.
 Would need to review EAP notes and address accommodations to support beyond that date.

Time	Reviewer	Subject	Notes
10:59:29 AM	Doble, Laura	Nurse Review - Written	Review of OVN
11:42:48 AM	True, Linda	Status	EE called and stated " she is really getting pissed
02:50:44 PM	Fuller, Judith	Status	SUPR CONFIRMING THAT CLINICAL WAS REC'D
02:46:44 PM	Blake, Barbara	Other	EE called did we receive med. I advised we did

lp, press F1

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BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: **Terminated** Age: **27** Product: **MDis** CSA/Plan: **698456-22-001** Conv: ☐

Event Contact: **Work Profile** | **Event Summary** | **Providers: Dx, Px** | **Event Notes** | **Cert/ReCert** | **Task/Case Assignment** | **Mod RTW** | **Rehab**

Subject: **Clinical Information**

Reviewer: **Adams, Douglas** Date: **08/20/2001** Time: **12:19:10 PM**

Notes: TCT AP: Talked to Carol who stated the AP was not available to address R&L's. She did confirm that EE has not been seen since 8/2/01 but could not tell me when the EE can rtw or why she is currently OOW when the CT scan was unremarkable.

Time	Reviewer	Subject	Notes
10:59:29 AM	Doble, Laura	Nurse Review - Written	Review of OVN
11:42:48 AM	True, Linda	Status	EE called and stated " she is really getting pisse
02:50:44 PM	Fuller, Judith	Status	SUPR CONFIRMING THAT CLINICAL WAS REC'D

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Start | **Inbox - ...** | **Patient ...** | **Att1 - R...** | **Microso...** | **Microso...** | **Record...** | **Overdu...** | **NU**

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Event Stage: **Terminated** Age: **27** Product: **MDIS** CSA/Plan: **698456-22-001** Corr: ☐

Event Contact: **Work Profile** **Event Summary** **Providers, Dx, Px** **Event Notes** **Cert/ReCert** **Task/Case Assignment** **Mod RTW** **Rehab**

Subject: **Other**

Reviewer: **Adams, Douglas** Date: **08/20/2001** Time: **12:24:29 PM**

Notes: **TCT EE: I indicated to EE that medical supports impairment thru 8/7/01 but that I would need OVB notes from EAP and AP visit today to consider recertification. She understood.**

Time	Reviewer	Subject	Notes
12:19:10 PM	Adams, Douglas	Clinical Information	TCT AP: Talked to Carol who stated the AP was
10:59:29 AM	Doble, Laura	Nurse Review - Written	Review of OVN
11:42:48 AM	True, Linda	Status	EE called and stated " she is really getting pisse

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Event Contact: Work Profile | Event Summary | Providers, Dx, Pk | Event Notes | Cert/ReCert | Task/Case Assignment | Mod.RTW | Rehab

Subject: Status:

Reviewer: Fuller, Judith Date: 08/24/2001 Time: 10:00:33 AM

Notes: SUPR CONFIRMING EE REMAINS CERTED THRU 8/7/01

Time	Reviewer	Subject	Notes
12:24:29 PM	Adams, Douglas	Other	TCT EE: I indicated to EE that medical supports I
12:19:10 PM	Adams, Douglas	Clinical Information	TCT AP: Talked to Carol who stated the AP was
10:59:29 AM	Doble, Laura	Nurse Review - Written	Review of OVN

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Event Stage: **Terminated** Age: **27** Product: **MDis** CSA/Plan: **698456-22-001** Conv: ☐

Event Contact: **Work Profile** | **Event Summary** | **Providers, Dx, Px** | **Event Notes** | **Cert/ReCert** | **Task/Case Assignment** | **Mod RTW** | **Rehab**

Subject: **Clinical Information**

Reviewer: **True, Linda** Date: **08/24/2001** Time: **04:02:25 PM**

Notes: **fax rec'd from Barton Counseling**

Time	Reviewer	Subject	Notes
08/24/2001	True, Linda	Clinical Information	fax rec'd from Barton Counseling
10:00:33 AM	Fuller, Judith	Status	SUPR CONFIRMING EE REMAINS CERTED THRU
12:24:29 PM	Adams, Douglas	Other	TCT EE: I indicated to EE that medical supports i
12:19:10 PM	Adams, Douglas	Clinical Information	TCT AP: Talked to Carol who stated the AP was

Up, press F1

Start | **Inbox - ...** | **Patient ...** | **Att1 - R...** | **Microso...** | **Microso...** | **Record...** | **Overdu...** | **11**

MD BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: Terminated Age: 27 Product: MDis CSA/Plan: 698456-22-001

Event Contact: Work Profile Event Summary Providers Dx Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab

Subject: Status

Reviewer: Baughman, Julie Date: 08/27/2001 Time: 11:40:39 AM

Notes: Supervisor Patricia Marcum called inquiring status of claim... advised ee is cert'd thru 08-07... also advise that clinical was rec'd on 08-24 and is now in review for possible extension.

Time	Reviewer	Subject	Notes
11:40:39 AM	Baughman, Julie	Status	Supervisor Patricia Marcum called inquiring status of claim... advised ee is cert'd thru 08-07... also advise that clinical was rec'd on 08-24 and is now in review for possible extension.
04:02:25 PM	True, Linda	Clinical Information	fax rec'd from Barton Counseling
10:00:33 AM	Fuller, Judith	Status	SUPR CONFIRMING EE REMAINS CERTED THRU
12:24:29 PM	Adams, Douglas	Other	TCT EE: I indicated to EE that medical supports I

hip, press F1

start | InBox - ... | Patient ... | Att1 - R... | Microso... | Microso... | Record... | Overdu... | 11

W0 BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: Terminated Age: 27 Product: MDis CSA/Plan: 638456-22-001 Conv: ☐

Event Contact: Work Profile | Event Summary | Providers: Dx, Px: Event Notes | Cert/ReCert | Task/Case Assignment | Mod RTW | Rehab

Subject: Clinical Information

Reviewer: Adams, Douglas Date: 08/29/2001 Time: 10:43:00 AM

Notes: Clinical rec'd from CSW-I will task to Bill N. for review.

Time	Reviewer	Subject	Notes
10:43:00 AM	Adams, Douglas	Clinical Information	Clinical rec'd from CSW-I will task to Bill N. for review
11:40:39 AM	Baughman, Julie	Status	Supervisor Patricia Maroun called inquiring statu
04:02:25 PM	True, Linda	Clinical Information	fax rec'd from Barton Counseling
10:00:33 AM	Fuller, Judith	Status	SUPR CONFIRMING EE REMAINS CERTED THRU

lp, press F1

start | InBox - ... | Patient ... | Att1 - R... | Microso... | Microso... | Record... | Overdu... | 11

MD BAILY, LISA M. : [172563732] MDis 1833-5060-0000

Event Stage: Age: Product: CSA/Plan: Conv: ☐

Event Contact: Event Summary:

Subject:

Reviewer: Date: Time:

Notes: Reviewed file, faxed note from SW, Ms. Bear-Morales. Note makes no mention of disabling or acute sx. objective findings. No mention of support for Pt/EE being disabled OOW. No mention of referral to psychiatrist or PCP for tx with medication for dep. sx. Medical info. does not support R&Ls.

Time	Reviewer	Subject	Notes
03:04:42 PM	Nevins, William	Clinical Information	Reviewed file, faxed note from SW, Ms. Bea
10:43:00 AM	Adams, Douglas	Clinical Information	Clinical rec'd from CSW-I will task to Bill N. for re
11:40:39 AM	Baughman, Julie	Status	Supervisor Patricia Maroun called inquiring statu
04:02:25 PM	True, Linda	Clinical Information	fax rec'd from Barton Counseling

elp, press F1

start | ☐ Inbox - ... | ☐ Patient ... | ☐ Att1 - R... | ☒ Microso... | ☒ Microso... | ☒ Record... | ☒ Overdu... | ☐ 11

MD BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: Terminated Age: 27 Product: MDis CSA/Plan: 698456-22-001 Conv: ☐

Event Contact: Work Profile Event Summary Providers: Dx, Px Event Notes: Cert/ReCert Task/Case Assignment Mod RTW Rehab

Subject: Status: Reviewer: Blake, Barbara Date: 08/30/2001 Time: 09:24:36 AM

Notes: Supervisor called and wanted to know if ee had filed for appeal. I advised I see not mention in the notes. I advised that we did recieve updated clinical, however it does not support beyond 8-7.

Time	Reviewer	Subject	Notes
03:04:42 PM	Nevins, William	Clinical Information	Reviewed file, faxed note from SW, Ms. Bea
10:43:00 AM	Adams, Douglas	Clinical Information	Clinical rec'd from CSW-I will task to Bill N. for re
11:40:39 AM	Baughman, Julie	Status	Supervisor Patricia Maroun called inquiring statu

Up, press F1

start | InInbox - ... | Patient ... | All - R... | Microso... | Microso... | Record... | Overdu... | 11

MD BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage: **Terminated** Age: **27** Product: **MDIS** CSA/Plan: **698456-22-001** Carry ☐

Event Contact: **Work Profile** **Event Summary** **Providers, Dx, Px** **Event Notes** **Cert/ReCert** **Task/Case Assignment** **Mod RTW** **Rehab**

Subject: **Other**

Reviewer: **Garabed, Marie** Date: **08/30/2001** Time: **04:25:00 PM**

Notes: EE called about status of her claim. EE advised that supervisor called her and advised her recert was denied. Advised EE that there has not yet been NOD sent regarding approval or denial.

EE requested a callback asap to advise status of claim. EE appeared upset the way claim is being handled.

Please call EE asap at ph#610-760-1822.

EE's husband asked for DA's extension #: advised EE that extension #'s cannot be released by Call Center rep's.

Lisa Baily
172 56 3732

Time	Reviewer	Subject	Notes
04:25:00 PM	Garabed, Marie	Other	EE called about status of her claim. EE advised that supervisor called her and advised her recert was denied. Advised EE that there has not yet been NOD sent regarding approval or denial.
09:24:36 AM	Blake, Barbara	Status	Supervisor called and wanted to know if ee had
03:04:42 PM	Nevins, William	Clinical Information	Reviewed file, faxed note from SW, Ms. Bea
10:43:00 AM	Adams, Douglas	Clinical Information	Clinical rec'd from CSW-I will task to Bill N. for re

ip, press F1

NU

Start | ☐ Inbox - ... | ☐ Patient ... | ☒ Att1 - R... | ☒ Microso... | ☒ Microso... | ☒ Record... | ☒ Overdu... | ☒ 11

MO BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: Age: Product: CSA/Plan:

Event Contact:

Subject:

Reviewer: Date: Time:

Notes: EE called and was expecting a call back to discuss her denial. 610-248-9362 cell phone number. She is requesting a phone call tomorrow 9-5-01.

Lisa Baily
172-56-3762

Date	Time	Reviewer	Subject	Notes
09/04/2001	04:54:16 PM	True, Linda	Status	EE called and was expecting a call back to dis
08/30/2001	04:25:00 PM	Garabed, Marie	Other	EE called about status of her claim. EE advise
08/30/2001	09:24:36 AM	Blake, Barbara	Status	Supervisor called and wanted to know if ee h
08/29/2001	03:04:42 PM	Nevins, William	Clinical Information	Reviewed file, faxed note from SW, Ms. B

Up, press F1

Start | InBox - ... | Patient ... | Alt1 - R... | Microso... | Microso... | Record... | Overdu... | NU

MD BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: Age: Product: CSA/Plan: Conv: ☐

Event Contact:

Subject:

Reviewer: Date: Time:

Notes: TCT EE: Unable to leave VMM on EE's cell phone.

Date	Time	Reviewer	Subject	Notes
09/05/2001	02:56:55 PM	Adams, Douglas	Other	TCT EE: Unable to leave VMM on EE's cell phone
09/04/2001	04:54:16 PM	True, Linda	Status	EE called and was expecting a call back to dis...
08/30/2001	04:25:00 PM	Garabed, Marie	Other	EE called about status of her claim. EE advise...
08/30/2001	09:24:36 AM	Blake, Barbara	Status	Supervisor called and wanted to know if ee h...

lp, press F1

start | ☐ Inbox - ... | ☐ Patient ... | ☐ At1 - R... | ☒ Microso... | ☒ Microso... | ☒ Record... | ☒ Overdu... | ☐ 11

MD BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: Terminated Age: 27 Product: MDis CSA/Plan: 698456-22-001 Copy ☐

Event Contact: Work Profile Event Summary Providers: Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab

Subject: Other

Reviewer: Adams, Douglas Date: 09/05/2001 Time: 02:59:04 PM

Notes: TCT EE: Left VMM for EE that medical does not include any objective findings and is not enough to recert past 8/6/01. I indicated that I will fax an MHPS to CSW for further clarification of impairment level.

Date	Time	Reviewer	Subject	Notes
09/05/2001	02:59:04 PM	Adams, Douglas	Other	TCT EE: Left VMM for EE that medical does not
09/05/2001	02:56:55 PM	Adams, Douglas	Other	TCT EE: Unable to leave VMM on EE's cell phor
09/04/2001	04:54:16 PM	True, Linda	Status	EE called and was expecting a call back to dis
08/30/2001	04:25:00 PM	Garabed, Marie	Other	EE called about status of her claim. EE advise

elp, press F1

Start | Inboxes - ... | Patient ... | At1 - R... | Microso... | Microso... | Record... | Overdu... | 11

MD BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: **Terminated** Age: **27** Product: **MDis** CSA/Plan: **638456-22-001** Copy: **1**

Event Contact: **Work Profile** **Event Summary** **Providers, Dx, Px** **Event Notes** **Cert/ReCert** **Task/Case Assignment** **Mod RTW** **Rehab**

Subject: **Claim Action Plan**

Reviewer: **Adams, Douglas** Date: **09/05/2001** Time: **03:00:41 PM**

Notes: **Given RN review medical does not support after 8/6/01**
Denial NOD sent via E-mail

Date	Time	Reviewer	Subject	Notes
09/05/2001	03:00:41 PM	Adams, Douglas	Claim Action Plan	Given RN review medical does not support after 8/6/01
09/05/2001	02:59:04 PM	Adams, Douglas	Other	TCT EE: Left VMM for EE that medical does not
09/05/2001	02:56:55 PM	Adams, Douglas	Other	TCT EE: Unable to leave VMM on EE's cell phor
09/04/2001	04:54:16 PM	True, Linda	Status	EE called and was expecting a call back to dis

sp, press F1

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Start | Inbox - ... | Patient ... | A#1 - R... | X Microso... | W Microso... | Record... | Overdu... | 11

MD BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: Terminated Age: 27 Product: MDis CSA/Plan: 698456-22-001

Event Contact: Work Profile Event Summary Providers Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab

Subject: Status: Reviewer: Adams, Douglas Date: 09/05/2001 Time: 03:35:55 PM

Notes: Faxed MHPS to Shandra Morales at 610-366-1520

Date	Time	Reviewer	Subject	Notes
09/05/2001	03:35:55 PM	Adams, Douglas	Status	Faxed MHPS to Shandra Morales at 610-366-1520
09/05/2001	03:00:41 PM	Adams, Douglas	Claim Action Plan	Given RN review medical does not support aft
09/05/2001	02:59:04 PM	Adams, Douglas	Other	TCT EE: Left VMM for EE that medical does not
09/05/2001	02:56:55 PM	Adams, Douglas	Other	TCT EE: Unable to leave VMM on EE's cell phor

help, press F1

start | Inbox - ... | Patient ... | Att1 - R... | Microso... | Microso... | Record... | Overdu... | 11

MD BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: **Terminated** Age: **27** Product: **MDIS** CSA/Plan: **698456-22-001** Conv: ☐

Event Contact: **Work Profile** | **Event Summary** | **Providers: Dx, Px** | **Event Notes** | **Cert/ReCert** | **Task/Case Assignment** | **Mod RTW** | **Rehab**

Subject: **Other**

Reviewer: **Adams, Douglas** Date: **09/06/2001** Time: **09:44:13 AM**

Notes: TCF EE's husband Williams. I explained to him that the info we have in the file does not support impairment past 8/7/01. As we have an AP note dated 8/6 stating EE doing "OK" and CT scan results from 8/7/01 that were neg. I told him that the note from CSW dated 8/23/01 did not include R&L's, sx's or meds and therefore we sent the MHPS for further clarification. He understood.

Date	Time	Reviewer	Subject	Notes
09/06/2001	09:44:13 AM	Adams, Douglas	Other	TCF EE's husband Williams. I explained to him
09/05/2001	03:35:55 PM	Adams, Douglas	Status	Faxed MHPS to Shandra Moralis at 610-366-15
09/05/2001	03:00:41 PM	Adams, Douglas	Claim Action Plan	Given RN review medical does not support aff
09/05/2001	02:59:04 PM	Adams, Douglas	Other	TCT EE: Left VMM for EE that medical does not

ip, press F1

Start | ☐ Inbox - ... | ☐ Patient ... | ☒ Att1 - R... | ☒ Microso... | ☒ Microso... | ☒ Record... | ☒ Overdu... | ☐ NU

MD BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: Terminated Age: 27 Product: MDis CSA/Plan: 698456-22-001 Cdnv: ☐

Event Contact: Work Profile | Event Summary | Providers, Dx, Px: | Event Notes: | Cert/ReCert: | Task/Case Assignment: | Mod RTW: | Rehab: |

Subject: Other

Reviewer: Adams, Douglas Date: 09/06/2001 Time: 09:46:32 AM

Notes: **ATTENTION PHONE CENTER**
Please transfer all calls to me per EE's request, thank you.

Date	Time	Reviewer	Subject	Notes
09/06/2001	09:46:32 AM	Adams, Douglas	Other	ATTENTION PHONE CENTER
09/06/2001	09:44:13 AM	Adams, Douglas	Other	TCF EE's husband Williams. I explained to him
09/05/2001	03:35:55 PM	Adams, Douglas	Status	Faxed MHPS to Shandra Moralis at 610-366-14
09/05/2001	03:00:41 PM	Adams, Douglas	Claim Action Plan	Given RN review medical does not support aft

hp, press F1

start | 21Inbox - ... | Patient ... | Att1 - R... | Microso... | Microso... | Record... | Overdu... | 11

BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: **Terminated** Age: **27** Product: **MDis** CSA/Plan: **698456-22-001** Com:

Event Contact: **Work Profile** | **Event Summary** | **Providers, Dx, Px** | **Event Notes** | **Cert/ReCert** | **Task/Case Assignment** | **Mod RTW** | **Rehab**

Subject: **Other**

Reviewer: **Adams, Douglas** Date: **09/14/2001** Time: **02:24:57 PM**

Notes: TCF EE's husband asking about a status of a claim. I indicated to the EE that claim is still closed due to no clinical rec'd. He became upset and stated it was faxed "last week". He stated that it is not his responsibility to keep tracking down info so he and his wife can get their money. I did indicate to him that it is his wife responsibility to supply us w/ the needed info to recert her disability. I did suggest to him that I would call AP and ask if fax was sent (not logged on system) and if so that I would try and get info over the phone. He stated if when he calls AP and they tell him that the fax was sent that he would call me back and we would have a "scwobble".

Date	Time	Reviewer	Subject	Notes
09/06/2001	02:24:57 PM	Adams, Douglas	Other	TCF EE's husband asking about the status of a claim
09/06/2001	09:46:32 AM	Adams, Douglas	Other	****ATTENTION PHONE CENTER****
09/06/2001	09:44:13 AM	Adams, Douglas	Other	TCF EE's husband Williams. I explained to him
09/05/2001	03:35:55 PM	Adams, Douglas	Status	Faxed MHPS to Shandra Moralis at 610-366-15

lp, press F1

Start | Inbox - ... | Patient ... | At1 - R... | Microso... | Microso... | Record... | Overdu... | NU

W0 BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: Terminated Age: 27 Product: MDis CSA/Plan: 698456-22-001 Carry: ☐

Event Contact: Work Profile | Event Summary | Providers, Dx, Px | Event Notes | Cert/ReCert | Task/Case Assignment | Mod RTW | Rehab

Subject: Clinical Information

Reviewer: Adams, Douglas Date: 09/14/2001 Time: 02:30:40 PM

Notes: TCF Shandra Morais: Left message trying to confirm fax was sent. Tara will check and have Shandra call me back.

Date	Time	Reviewer	Subject	Notes
09/14/2001	02:30:40 PM	Adams, Douglas	Clinical Information	TCF Shandra Morais: Left message trying to c
09/14/2001	02:24:57 PM	Adams, Douglas	Other	TCF EE's husband asking about a status of a c
09/06/2001	09:46:32 AM	Adams, Douglas	Other	****ATTENTION PHONE CENTER***
09/06/2001	09:44:13 AM	Adams, Douglas	Other	TCF EE's husband Williams. I explained to him

sp, press F1

NU

Start | Inb... | Patient ... | Att1 - R... | Microso... | Microso... | Record... | Overdu... | 11

BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: **Terminated** Age: **27** Product: **MDIS** CSA/Plan: **698456-22-001** Copy: ☐

Event Contact: **Work Profile** | **Event Summary** | **Providers, Dx, Px** | **Event Notes** | **Cert/ReCert** | **Task/Case Assignment** | **Mod RTW** | **Rehab**

Subject: **Clinical Information**

Reviewer: **Fitzgerald, Debra** Date: **09/17/2001** Time: **04:09:58 PM**

Notes: **Rec'd fax from Barton Counseling**

Date	Time	Reviewer	Subject	Notes
09/17/2001	04:09:58 PM	Fitzgerald, Debra	Clinical Information	Rec'd fax from Barton Counseling
09/14/2001	02:30:40 PM	Adams, Douglas	Clinical Information	TCT Shandra Moralis: Left message trying to c
09/14/2001	02:24:57 PM	Adams, Douglas	Other	TCF EE's husband asking about a status of a c
09/06/2001	09:46:32 AM	Adams, Douglas	Other	****ATTENTION PHONE CENTER****

elp, press F1

Start | 2-Inbox - ... | Patient ... | Att1 - R... | Microso... | Microso... | Record... | Overdu... | 11

BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: **Terminated** Age: **27** Product: **MDIS** CSA/Plan: **698456-22-001** Conv: ☐

Event Contact: **Work Profile** | **Event Summary** | **Providers, Dx, Px** | **Event Notes** | **Cert/ReCert** | **Task/Case Assignment** | **Mod RTW** | **Rehab**

Subject: **Other**

Reviewer: **Riley, Michelle** Date: **09/18/2001** Time: **12:01:25 PM**

Notes: EE's husband, William, requested to speak to DA, DA was unavailable; then William requested to speak to DA's supervisor, I advised I was unable to reach supervisor as well. William advised that he would like a call back from DA's supervisor to discuss his wife's claim, he stated that neither himself or his wife have been notified of anything in reference to her claim, and he would like to discuss this further. You can reach William @ tel # 610-760-1822, William also requested to leave a VM for supervisor, trnsfrd to VM.

Lisa Baily
SS # 172-56-3732

Date	Time	Reviewer	Subject	Notes
09/18/2001	12:01:25 PM	Riley, Michelle	Other	EE's husband, William, requested to speak to DA
09/17/2001	04:09:58 PM	Fitzgerald, Debra	Clinical Information	Rec'd fax from Barton Counseling.
09/14/2001	02:30:40 PM	Adams, Douglas	Clinical Information	TCT Shandra Moralis: Left message trying to c
09/14/2001	02:24:57 PM	Adams, Douglas	Other	TCF EE's husband asking about a status of a c

sp, press F1

Start | Inbox - ... | Patient ... | Att1 - R... | Microso... | Microso... | Record... | Overdu... | 11

wo **BAILY, LISA M. [172563732] MDis 1833-5060-0000**

Event Stage **Terminated** Age **27** Product **MDIS** CSA/Plan **698456-22-001** Copy ☐

Event Contact **Work Profile** **Event Summary** **Providers, Dx, Px** **Event Notes** **Cert/ReCert** **Task/Case Assignment** **Mod RTW** **Rehab**

Subject **Clinical Information**

Reviewer **Adams, Douglas** Date **09/18/2001** Time **12:26:30 PM**

Notes **MHPS rec'd which I will task to Bill Nevins for review**

Date	Time	Reviewer	Subject	Notes
09/18/2001	12:26:30 PM	Adams, Douglas	Clinical Information	MHPS rec'd which I will task to Bill Nevins for review
09/18/2001	12:01:25 PM	Riley, Michelle	Other	EE's husband, William, requested to speak to C
09/17/2001	04:09:58 PM	Fitzgerald, Debra	Clinical Information	Rec'd fax from Barton Counseling.
09/14/2001	02:30:40 PM	Adams, Douglas	Clinical Information	TCT Shandra Moralis: Left message trying to c

ap, press F1

start | 2-Inbox - ... | Patient ... | At1 - R... | Microso... | Microso... | Record... | Overdu... | 11

WD BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: Terminated Age: 27 Product: MDis CSA/Plan: 698456-22-001 Conv: ☐

Event Contact: Work Profile | Event Summary | Providers, Dx, Px | Event Notes | Cert/ReCert | Task/Case Assignment | Mod RTW | Rehab

Subject: Other

Reviewer: Henderson, Karen Date: 09/18/2001 Time: 05:26:50 PM

Notes: spoke w/clmt - she was upset with the service she has rec'd. Said we have lost her faxes from her AP's 2x now and this has delayed the process. I apologized and asked for more detail. She said there was a fax on 8/8 from her AP that didn't get here and one on 9/6 from her counselor that didn't get to Doug - or was lost. She also stated that Doug didn't call her prior to the first denial. She can only get through to Doug half of the time as he is not around to speak with. I asked her if she checked with Doug about the faxes and she said she did and he told her he didn't know what happened. She wants to make sure her claim is handled timely. I advised I will check with Doug to make sure the medical review is expedited and I will check to see if the fax machine was down earlier this month. I also told her that Doug will contact her with a decision.

Date	Time	Reviewer	Subject	Notes
09/18/2001	05:26:50 PM	Henderson, Karen	Other	spoke w/clmt - she was upset with the service
09/18/2001	12:26:30 PM	Adams, Douglas	Clinical Information	MHPS rec'd which I will task to Bill Nevins for r
09/18/2001	12:01:25 PM	Riley, Michelle	Other	EE's husband, William, requested to speak to C
09/17/2001	04:09:58 PM	Fitzgerald, Debra	Clinical Information	Rec'd fax from Barton Counseling.

press F1

start | 2 | Inbox - ... | Patient ... | At1 - R... | Microso... | Microso... | Record... | Overdu... | 11

MD BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: Terminated Age: 27 Product: MDis CSA/Plan: 698456-22-001 Copy: ☐

Event Contact: Work Profile Event Summary Providers: Dx, Px Event Notes: Cert/ReCert Task/Case Assignment Mod RTW Rehab

Subject: Claim/Contractual

Reviewer: Nevins, William Date: 09/19/2001 Time: 08:11:55 AM

Notes: Note out of sequence. Reviewed file, recent faxed MHPS from SW: Mr. Bear: Morals yesterday, but unable to enter in turns. Ms. Morals does not address objective findings, treatment (medication), or RTW. in fact makes a point of writing she does not "sign off on disability", deferring to Drs. Information/office notes sent from Drs. office last month, indicate Dr. supported initial period OOW between 8/2-8/7, while awaiting MRI (C/D headache). MRI-w/nt. I contacted Dr. office of Dr. Sterling, yesterday, who examined EE on 8/2, and explained the situation, asked for call back, as to whether or not he was ordering OOW further, current assess. bx, R&Ls.

Date	Time	Reviewer	Subject	Notes
09/18/2001	08:11:55 AM	Nevins, William	Claim/Contractual	Note out of sequence. Reviewed file, rece
09/18/2001	05:26:50 PM	Henderson, Karen	Other	spoke w/clmt - she was upset with the servic
09/18/2001	12:26:30 PM	Adams, Douglas	Clinical Information	MHPS rec'd which I will task to Bill Nevins for r
09/18/2001	12:01:25 PM	Riley, Michelle	Other	EE's husband, William, requested to speak to C

slp, press F1

start | Inbax - ... | Patient ... | Att1 - R... | Microso... | Microso... | Record... | Overdu... | 11

WD BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stages: Terminated Age: 27 Product: MDis CSA/Plan: 698456-22-001
 Event Contact: Work Notes Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab

Subject: Status: [v]

Reviewer: Fuller, Judith

Date: 09/19/2001

Time: 11:47:35 AM

Notes:

HUSBAND CHECKING ON STATUS OF CLAIM. ADVISED HIM OF CALL TO APO THIS MORNING FOR ADDTL INFO AND THAT ONCE A DECISION IS MADE EE WOULD BE CONTACTED. WILLIAM IS INSISTING ON SPEAKING W/KENDERSON TO MAKE SURE EVERYONE IS ON THE SAME WAVE LENGTH.

WILLIAM WAS NOT AT A PHONE NUMBER FOR A RETURN CALL. STATING HE WILL CALL BACK LATER THIS AFTERNOON TO SPEAK W/KAREN.

L BAILY
 SS#172-56-3732

Date	Time	Reviewer	Subject	Notes
09/19/2001	11:47:35 AM	Fuller, Judith	Status	HUSBAND CHECKING ON STATUS OF CLAIM
09/19/2001	08:11:55 AM	Nevins, William	Claim/Contractual	Note out of sequence. Reviewed file, rece
09/18/2001	05:26:50 PM	Henderson, Karen	Other	spoke w/clint - she was upset with the servic
09/18/2001	12:26:30 PM	Adams, Douglas	Clinical Information	MHPS rec'd which I will task to Bill Nevins for r

lp, press F1

start | InBox - ... | Patient ... | Alt - R... | Microso... | Microso... | Record... | Overdu... | 11

MD BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage: **Terminated** Age: **27** Product: **MDIS** CSA/Plan: **698456-22-001** Conv: ☐

Event Contact: **Work Profile** | **Event Summary** | **Providers: Dx, Px** | **Event Notes: Cert/ReCert** | **Task/Case Assignment** | **Mod RTW** | **Rehab**

Subject: **Other**

Reviewer: **Riley, Michelle** Date: **09/19/2001** Time: **02:03:51 PM**

Notes: EE's husband, William, requesting to speak to Karen H., asked if I could help w/ anything. he advised he would rather speak to Karen; trnsfrd William to VM

Date	Time	Reviewer	Subject	Notes
09/19/2001	02:03:51 PM	Riley, Michelle	Other	EE's husband, William, requesting to speak to Karen H.
09/19/2001	11:47:35 AM	Fuller, Judith	Status	HUSBAND CHECKING ON STATUS OF CLAIM.
09/19/2001	08:11:55 AM	Nevins, William	Claim/Contractual	Note out of sequence. Reviewed file, rece
09/18/2001	05:26:50 PM	Henderson, Karen	Other	spoke w/clmt - she was upset with the service

ib, press F1

Start | Inb... | Patient ... | Att1 - R... | Microso... | Microso... | Record... | Overdu... | 11

MD BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: Terminated Age: 27 Product: MDis CSA/Plan: 698456-22-001 Carry ☐

Event Contact: Work Profile | Event Summary | Providers: Dx, Px | Event Notes | Cert/ReCert | Task/Case Assignment | Mod RTW | Rehab

Subject: Other

Reviewer: Blake, Barbara Date: 09/20/2001 Time: 11:44:35 AM

Notes: EE's husband just called backed. He called Dr Scott Sterling and was told that they never recieved MHPS and we need to fax another right away please.

Lisa Baily SS # 172-56-3732

Dr Scott Sterling Fax # 610-261-2187 to Doctor or Associate.

Date	Time	Reviewer	Subject	Notes
09/20/2001	11:44:35 AM	Blake, Barbara	Other	EE's husband just called backed. He called Dr
09/19/2001	02:03:51 PM	Riley, Michelle	Other	EE's husband, William, requesting to speak to t
09/19/2001	11:47:35 AM	Fuller, Judith	Status	HUSBAND CHECKING ON STATUS OF CLAIM.
09/19/2001	08:11:55 AM	Nevins, William	Claim/Contractual	Note out of sequence. Reviewed file, rece

lp, press F1

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BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage **Terminated** Age **27** Product **MDIS** CSA/Plan **638456-22-001** ☐ Copy ☐

Event Contact **Work Profile** **Event Summary** **Providers, Dx, Px** **Event Notes** **Cert/ReCert** **Task/Case Assignment** **Mod RTW** **Rehab**

Subject **Other**

Reviewer **Fuller, Judith** Date **09/20/2001** Time **02:15:33 PM**

Notes
 HUSBAND REQUESTING TO SPEAK W/KENDERSON. DID NOT WANT VOICE MAIL. HE IS NOT AT A NUMBER WHERE HE CAN BE REACHED. STATING THAT HE WILL CONTINUE TO CALL UNTIL HE SPEAKS DIRECTLY W/KENDERSON.
 MSG FWD TO KHENDERSON/DADAMS
 L BAILY
 SS#172-56-3732

Date	Time	Reviewer	Subject	Notes
09/20/2001	11:44:35 AM	Blake, Barbara	Other	EE's husband just called backed. He called Dr
09/19/2001	02:03:51 PM	Riley, Michelle	Other	EE's husband, William, requesting to speak to r
09/19/2001	11:47:35 AM	Fuller, Judith	Status	HUSBAND CHECKING ON STATUS OF CLAIM.

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Start | InBox - ... | Patient ... | Att1 - R... | Microso... | Microso... | Record... | Overdu... | 11

W0 BAILY, LISA M. [172563732] MDIs 1833-5060-0000

Event Stage: Terminated Age: 27 Product: MDIS CSA/Plan: 698456-22-001 Copy: []

Event Contact: Work Profile Event Summary Providers: Dx Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab

Subject: Clinical Information

Reviewer: Adams, Douglas Date: 09/20/2001 Time: 03:36:49 PM

Notes: TCT AP: Talked to Dr. Sterling who stated the EE was seen on 8/20/01 and he indicates the EE was not fit to work and recommended EE see a counselor. AP has not seen the EE since then and would not speak towards how long EE would need to recover or if she should still be OOW. I will review WRN for a reasonable disability duration.

Date	Time	Reviewer	Subject	Notes
09/20/2001	03:36:49 PM	Adams, Douglas	Clinical Information	TCT AP: Talked to Dr. Sterling who stated the EE was seen on 8/20/01 and he indicates the EE was not fit to work and recommended EE see a counselor. AP has not seen the EE since then and would not speak towards how long EE would need to recover or if she should still be OOW. I will review WRN for a reasonable disability duration.
09/20/2001	02:15:33 PM	Fuller, Judith	Other	HUSBAND REQUESTING TO SPEAK W/KHENDI
09/20/2001	11:44:35 AM	Blake, Barbara	Other	EE's husband just called backed. He called Dr
09/19/2001	02:03:51 PM	Riley, Michelle	Other	EE's husband, William, requesting to speak to k

No, press F1

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task | 2 | Inbox - ... | Patient ... | Att1 - R... | Microso... | Microso... | Record... | Overdu...

BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: **Terminated** Age: **27** Product: **MDis** CSA/Plan: **698456-22-001** Conf: ☐

Event Contact: **Work Profile** | **Event Summary** | **Providers, Dx, Px** | **Event Notes** | **Cert/ReCert** | **Task/Case Assignment** | **Mod RTW** | **Rehab**

Subject: **Other**

Reviewer: **Henderson, Karen** Date: **09/20/2001** Time: **04:28:24 PM**

Notes: spoke w/ clmt's husband... Doug and I were on a conf call with him. He was upset with the amount of time it has taken on the claim - wants a decision. Doug advised that we talked with dr sterling and he last saw clmt on 8/20 and he would cert dis on that date. Based on med review, we will pay clmt to 8/31 anything after that requires add'l med. He said that is all they wanted since his wife resigned on 8/31. He asked how long check will take, advised about a week due to mail time. He was fine with this and his wife doesn't want benefits after 8/31.

Date	Time	Reviewer	Subject	Notes
09/20/2001	04:28:24 PM	Henderson, Karen	Other	spoke w/ clmt's husband... Doug and I were on
09/20/2001	04:04:22 PM	Doble, Laura	Nurse Review - Written	Review of file
09/20/2001	03:36:49 PM	Adams, Douglas	Clinical Information	TCT AP: Talked to Dr. Sterling who stated the f
09/20/2001	02:15:33 PM	Fuller, Judith	Other	HUSBAND REQUESTING TO SPEAK W/KHENDI

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MD BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: Age: Product: CSA/Plan: Conn:

Event Contact:

Subject:

Reviewer: Date: Time:

Notes:

Date	Time	Reviewer	Subject	Notes
09/21/2001	09:09:19 AM	Tetreau, Ursula	Other	APS faxed to Dr. Sterling
09/20/2001	04:28:24 PM	Henderson, Karen	Other	spoke w/ clmt's husband... Doug and I were o
09/20/2001	04:04:22 PM	Doble, Laura	Nurse Review - Written	Review of file
09/20/2001	03:36:49 PM	Adams, Douglas	Clinical Information	TCT AP: Talked to Dr. Sterling who stated the t

elp, press F1

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WD BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: **Terminated** Age: **22** Product: **MDIS** CSA/Plan: **698456-22-001**

Event Contact: **Work Profile** Event Summary: **Providers, Dx, Px** Event Notes: **Cert/ReCert** **Task/Case Assignment** **Mod RTW** **Rehab**

Subject: **Claim Action Plan**

Reviewer: **Adams, Douglas** Date: **09/21/2001** Time: **01:22:33 PM**

Notes: **Given RN review I will recert thru 8/31/01 and close the claim as EE gave her notice as of this date.**
Manual NOD sent via E-mail

Date	Time	Reviewer	Subject	Notes
09/21/2001	01:22:33 PM	Adams, Douglas	Claim Action Plan	Given RN review I will recert thru 8/31/01 and
09/21/2001	09:09:19 AM	Tetreau, Ursula	Other	APS faxed to Dr. Sterling.
09/20/2001	04:28:24 PM	Henderson, Karen	Other	spoke w/ clmt's husband... Doug and I were o
09/20/2001	04:04:22 PM	Doble, Laura	Nurse Review - Written	Review of file

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W0 BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: Terminated Age: 27 Product: MDis CSA/Plan: 698456-22-001 Conf: ☐

Event Contact: Work Profile | Event Summary | Providers, Dx, Px | Event Notes | Cert/ReCert | Task/Case Assignment | Mod RTW | Rehab

Subject: Other

Reviewer: Brewster, Minna Date: 10/04/2001 Time: 12:32:35 PM

Notes: HR called regarding NOD...researched an appears Time period to 8/31 should be certified. NOD sent indicated denied. Think just an error made...have sent updated NOD to payroll.

Date	Time	Reviewer	Subject	Notes
10/04/2001	12:32:35 PM	Brewster, Minna	Other	HR called regarding NOD...researched an app
09/21/2001	01:22:33 PM	Adams, Douglas	Claim Action Plan	Given RN review I will recert thru 8/31/01 and
09/21/2001	09:09:19 AM	Tetreau, Ursula	Other	APS faxed to Dr. Sterling.
09/20/2001	04:28:24 PM	Henderson, Karen	Other	spoke w/ clmt's husband... Doug and I were o

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Port | 2-Inbox - ... | Patient ... | At1 - R... | Microso... | Microso... | Record... | Overdu... | 11